

# IT Professional Technical Services Master Contract Program T#:902TS

## Statement of Work (SOW) For Technology Services Issued By

**Minnesota Department of Health**

**Project Title** Online renewal reordering of five health licensing boards sites

**Service Category** Web Applications Specialist - .NET/ASP

### Business Need

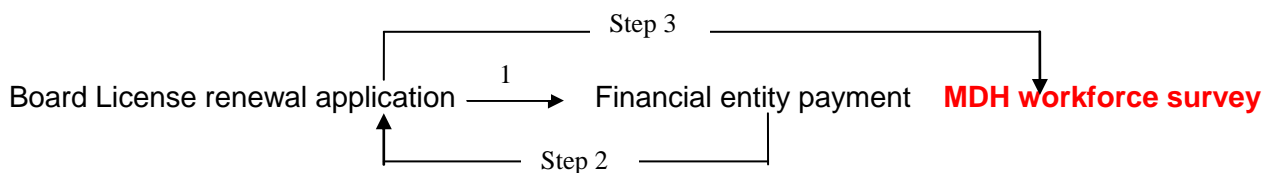
Minnesota IT Services at the state Health Licensing Boards (HLBs) is seeking qualified professional/technical IT services to change the placement order of an online workforce survey -- currently in ColdFusion environment hosted by the Minnesota Department of Health (MDH) for six participating Minnesota state boards (the Board of Medical Practice, the Board of Nursing, the Board of Marriage and Family Therapy, the Board of Physical Therapy, the Board of Social Work, and the Board of Behavioral Health and Therapy). The licensee is redirected to the MDH workforce survey after renewing their respective board license online (currently in ASP.NET), as shown below:

#### Desired placement of MDH workforce survey in the online license renewal process:



The selected vendor will work with MDH and the boards to define the actual placement of the survey in a way that meets the business need while minimizing the impact on board operations.

#### Current placement of MDH workforce survey in the online license renewal process:



Services should also include post-production support for each of the participating boards as needed to deploy, test code, and troubleshoot.

The total contract amount will not exceed \$35,000. The project should start in mid 2013. All the deliverables will be completed and accepted by the project manager by June 30, 2014.

This project fits with the MN. IT Services strategic plan to improve business management as it encourages better responses to the health workforce surveys, which allows more accurate analysis of the needs in the health care workforce for the State of Minnesota.

## Project Deliverables

The final product is a functional and efficient MDH online workforce survey that is embedded per the desired order in license renewal process of the six participating boards.

### Service Deliverables

Create detailed documentation of the project:

- Document and proof-of-concept (POC) of the redirect mechanism between the online workforce survey hosted on the MDH server and the online renewal application for the five boards at HLB.
- Provide a detailed project plan with milestones for completion of all major tasks within the first month of the contract period. Contractor will work collaboratively with MN. IT project manager and the steering committee to make changes as necessary. Steering committee will review plan and deliverables before authorizing the start of development.
- All documentation, application interface, content pages, support documentation needs to be fully accessible and tested for accessibility.

Deliver online license renewal applications changes of three professions at the Board of Medical Practices (physicians, physician assistants, and respiratory therapists), two professions at the Board of Nursing (registered nurses and licensed practical nurses), four professions at the Board of Social Work (licensed social worker, licensed clinical social worker, license independent clinical social worker, and licensed graduate social worker), and three professions at the Board of Behavioral Health and Therapy (licensed professional counselor, licensed professional clinical counselor, and licensed alcohol and drug counselor):

- Develop a new functionality in the online renewal: if the licensee submits the workforce survey and then logs off the HLB site and logs back in at a later time, the licensee will be immediately directed to HLB pages that allow for payment to proceed and the licensee will not need to retake the workforce survey. This may involve a URL variable returned from the MDH site, which MDH will create if deemed necessary.
- Build a 'bypass survey' administrative feature so that HLB staff is able to allow renewal applicants to bypass the survey on the HLB server. This is to be used if errors occur on the MDH server.
- Assist MN.IT Services @ MDH in the testing of their "workforce survey bypass" mechanism, which the licensee can utilizes it to bypass the workforce survey, should the applicant submit the survey once and refuse to complete the survey.

- Configure a testing environment and complete the software testing cycle for HLB pages and for interaction of the HLB pages with MDH. MDH will create a “dummy site” where the contractor is able to test the interaction of the sites and the functionality of the HLB and MDH sites.
- Deploy pages to production once the project manager has approved the work completed work and signed off. If the project manager won't sign off, the vendor must correct issues, concerns, policy irregularities, or other items that are raised by the project manager in relationship to a functional product as specified in this contract.
- Application interface and content pages needs to be fully accessible and tested for accessibility.

Deliver online license renewal applications of one profession at the Board of Marriage and Family Therapy (marriage and family therapists) and two professions at the Board of Physical Therapy (physical therapists and physical therapist assistants):

- Enhanced applications to accept real time confirmation from US Bank, so that each board's online payment processes is the same as the online renewal process as the Board of Medical Practices, Board of Nursing and the Board of Behavior and Health Therapy.
- Develop a new functionality in the online renewal: if the licensee submits the workforce survey and then logs off the HLB site and logs back in at a later time, the licensee will be immediately directed to HLB pages that allow for payment to proceed and the licensee will not need to retake the workforce survey. This may involve a URL variable returned from the MDH site, which MDH will create if deemed necessary.
- Build a 'bypass survey' administrative feature so that HLB staff is able to allow renewal applicants to bypass the survey on the HLB server. This is to be used if errors occur on the MDH server.
- Assist MN.IT Services @ MDH in the testing of their “workforce survey bypass” mechanism, which the licensee can utilizes it to bypass the workforce survey, should the applicant submit the survey once and refuse to complete the survey.
- Configure a testing environment and complete the software testing cycle for HLB pages and for interaction of the HLB pages with MDH. MDH will create a “dummy site” where the contractor is able to test the interaction of the sites and the functionality of the HLB and MDH sites.
- Deploy pages to production once the project manager has approved the work completed work and signed off. If the project manager won't sign off, the vendor must correct issues, concerns, policy irregularities, or other items that are raised by the project manager in relationship to a functional product as specified in this contract.
- Application interface and content pages needs to be fully accessible and tested for accessibility.

Provide post-production support:

- Provide post-production support for up to two months post the end date of this contract for any error related to this project, which occurs in a MN.IT Services @ HLB application or database.
- Make necessary programming changes on each Board's online renewal pages so that they are uniform with the online platform and process of MN.IT Services @ HLB.
- Resolve any application interface and content pages to ensure fully accessible and tested for accessibility.

A time frame for the completion and payment of each deliverable will be finalized during contract negotiation phase.

To enable this process, the MDH programmer will also code a new 'submission attempt' concept in each survey. This will be used to identify submissions that have been attempted at least once. When one or more attempt occurs, a secondary submit survey button will appear, which will allow the user to submit the survey with errors. This will allow the user to submit any data that passes validation and are allowed in the table fields. This will also allow the user to then continue to the payment of their license renewal. The MDH programmer will work cooperatively with the vendor as needed, and will develop temporary test webpages for use by the contractor and HLB staff.

## **Project Milestones and Schedule**

- The anticipated project begin date is June 17, 2013.
- A detailed project plan with key deliverable dates, as well as tasks that will be completed by those dates, will be created by the vendor upon their selection for this contract. The project manager must approve the detailed project plan prior to any additional deliverables or payments. Deliverables should be in production mode three months ahead of the renewal cycle for those boards that have specific renewal due dates in a year.
- The project end date will be June 30, 2014, or when all obligations are fulfilled, whichever occurs earlier.

## **Project Environment (State Resources)**

The project manager will be Brenda Gabriel, and a joint steering committee will be established by MDH and HLB. The committee members will include IT specialists and business stakeholders/coordinators. The vendor will develop a detailed project plan with deliverables and timelines and work collaboratively with the project manager and the steering committee to make changes as necessary.

### **Organizational Structure for this project**

Brenda Gabriel, SAUS (Project Manager), MN.IT Services @ MDH

## **Agency Project Requirements**

- All the work should be done at the agency offices. No data shall be copied, distributed, emailed, or released to any non-MDH/HLB destination.

- Selected contractor won't work full time (40 hours a week) through the entire contract period. She/he shall work part time and coordinate his/her work schedule with the project manager and stakeholders from HLB/MDH.
- Necessary access to existing software, programs, database and the network, for development purposes, will be provided by HLB, such as MSSQL, Visual Studio/SourceSafe, email and network account.
- Developer will initially need to program in the development database and then migrate to the application/interface test database for staff testing.
- Upon receiving approval from the project manager, the developer shall promote to the production environment.
- The selected vendor will be responsible for adhering to all State of Minnesota, Minnesota Department of Health, and Health Licensing Boards Security standards and for designing systems in a way the protects all information in accordance with those policies, the Minnesota Government Data Practices act and the statutes governing the individual licensing boards.
- The contractor will follow security guidelines/protocols for the application development within and outside the system. The State will have the final approval for all secure communication decisions.
- The contractor will design and develop the application to meet or exceed MDH and HLB's security standards.
- The contractor will coordinate with MN.IT staff to scan the application with industry standard tools at each phase in the deployment.
- The contractor will resolve any application issues found after the application has been scanned with industry standard tools to determine vulnerabilities.
- The contractor will ensure any change or modification made to the application is documented.
- The contractor will implement security logging within the application.
- The contractor will document security and accessibility roles, along with an established testing practice.
- The contractor will ensure any change or modification made to a user's security role will be logged within the system.
- Compliance with the Statewide Enterprise Architecture
- Compliance with Statewide Project Management Methodology
- Compliance with applicable industry/agency standards
- Compliance with State Accessibility Standard

## **Responsibilities Expected of the Selected Vendor**

Project manager is responsible for managing the project relative to scope, schedule, and budget. This includes, but is not limited to, Issue Management, Change Management, Risk Management, and Quality Management. The steering committee will review and evaluate Change Requests regarding relevance to defined scope, impact on project, and feasibility. The Steering Committee will also review and approve all deliverables.

The contractor is expected to have adequate staffing, produce project documentation to be approved by the project manager, provide training and transfer of knowledge from work of this contract, and warranty the work completed for two months from the end date of the contract.

The contractor and agency designated tester(s) will complete the testing cycle on each new version/component, or on any corrected defect. This will require cooperation by developers, tester and Steering Committee regarding functionality and routines.

The selected contractor will

- Provide a project plan with milestones for completion of all major tasks within the first month of the contract period.
- Conduct weekly check-in meetings with the Project Manager to provide updates on the project plan, discuss any functionality issues and/or ideas that may positively or negatively impact the deliverable, and maintain an updated project plan.
- Provide adequate training and knowledge transfer to MDH/HLB staff so that the sites can be maintained and updated after completion of the project. Provide post-production support as needed.
- Adequately test all sites, forms, workflows, and other elements before they are deployed into production.
- Perform necessary database and interface design/development works as specified in the section "Project Deliverables"
- Provide all materials and work product in fully accessible and usable format.

## Required Skills

Required minimum qualifications:

- 5+ years Microsoft Visual Studio. NET/ ASP web development and . NET framework.
- RDBMS modeling knowledge and experiences with Microsoft SQL Server 2008.
- 5+ years HTML, CSS, javascript development.
- Excels in IIS
- Ability to design interface and code, based on written business requirements and defect reports.
- Ability to work efficiently and effectively alone as well as with a team
- Ability to comply with client's requests
- Experience in accessible application design and accessible content

## Desired Skills

- Excels in oral communication and in documenting codes
- MCAD/MCSD or passed the Microsoft core exam(s) for MCAD/MCSA
- Involved in online payment applications, such as USBank e-payment service system.
- Experience with health licensing board renewals.
- Prior use of automated software/bug-tracking software
- Familiar Scrum (an iterative and incremental agile software development method)
- Prior development work(s) for State/local government licensing system
- Ability to use defect and change tracking software tools

## Process Schedule

- |  |                           |
|--|---------------------------|
| • Deadline for Questions                   | 5/15/2013, 3:00PM CT      |
| • Anticipated Posted Response to Questions | 5/20/2013, 12:00PM CT     |
| • Proposals due                            | 5/21/2013, 4:00PM CT      |
| • Anticipated proposal evaluation begins   | 5/22/2013, 8:00AM CT      |
| • As needed interviews                     | 5/28/2013 to 5/29/2013 CT |
| • Anticipated decision                     | 6/3/2013, 3:00PM CT       |

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 5/15/2013 3:00PM CT

Name: Brenda Gabriel

Department: MN. IT @ Minnesota Department of Health

Email Address: Brenda.Gabriel@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 5/20/2013, 12:00PM CT ([http://mn.gov/buyit/statements/mcp902ts\\_active.html](http://mn.gov/buyit/statements/mcp902ts_active.html)).

## SOW Evaluation Process

Proposed candidates for the developer position shall complete all Project Deliverables by the contract end date. The candidates will be evaluated according to the following criteria:

- |  |     |
|--|-----|
| 1. Cost  | 30% |
| 2. Extent to which proposal exceeds the required and additional desired skills in this document.     | 25% |
| 3. Documented experience with similar business models/similar projects and configurations formatting | 20% |
| 4. Three references  | 10% |
| 5. Ability to fulfill the 'Responsibility Expected to Selected Vendor'                               | 10% |
| 6. Availability to work hours set forth under 'Agency Project Requirements'                          | 5%  |

Only 3 or 4 top scoring candidates will be selected for an interview based on the proposal evaluations. Interviewee shall present in person at the HLB office for the interview, and will be expected to demonstrate and describe his/her qualifications to meet those requirements. The interviewees will be responsible for all of their costs related to the interview, for example, travel, lodging, meal and parking. All interviews will be completed by 5/29/2013. The state reserves the right to adjust points based on information derived from the interviews.

**Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.**

## Response Requirements

Responder must submit the following as a response to the SOW (see submission instructions on page 8):

- A cover letter: Response must include the name of the person submitting the response, e-mail address, phone number, company name/address, and the proposed developer's name. Response should also describe the vendor's understanding of the business needs and requirements and explain if their solution(s) already includes the business/project requirements or would the solution have to be modified.
- Cost Proposal: Provide a breakdown of the hours and the associated hourly rates.
- Resume: a copy of proposed developer's resume, which must include name, specific education/certificates, and experiences that correspond with the required/desired skill sets.
- Reference: A list of three references from the developer's previous clients. Reference must include name, company, title, phone number, and/or e-mail.

- If not evident in the resumes, provide a narrative that details responder's experience and ability to meet the specific project requirements and responsibilities.
- Respondents shall provide a project approach which includes:
  - 1) Organization and staffing (including staff qualifications, resumes, etc.)
  - 2) Work-plan with life-cycle cost breakdown here
  - 3) Contract/change management procedures
  - 4) Project management (e.g. quality management, risk assessment/management, etc.)
  - 5) Documentation of progress such as status reports
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
  - a) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
  - b) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  - c) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

## Proposal Submission Instructions

Address responses to: Brenda Gabriel

Submit responses, with three copies via mail or email:

### ***Mailing address***

MN.IT Services @ Minnesota Department of Health  
 Attn: Brenda Gabriel  
 PO Box 64882  
 St Paul MN 55164-0882

### ***Email address***

[Brenda.Gabriel@state.mn.us](mailto:Brenda.Gabriel@state.mn.us)

Label responses as

Attention: Online renewal reordering of five health licensing boards sites

Responses are due by May 21, 2013 4:00PM CT and the expiration for vendor price and terms guarantee is June 3, 2013. Respondents are restricted to contacting Brenda Gabriel about this contract.

## General Requirements

### **Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

### **Liability**

### **Indemnification**



In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

### **Disposition of Responses**

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar

to the service provided by the prime contractor, and the terms “contract,” “contractor,” and “contracting officer” modified appropriately to preserve the State’s rights.

### **IT Accessibility Standards**

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

[http://www.mmd.admin.state.mn.us/pdf/accessibility\\_standard.pdf](http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf)

### **Nonvisual Access Standards**

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

### **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

### **Veteran-Owned Preference**

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United

States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

#### **Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.